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WORK PRESSURE AND ITS IMPACT ON EMPLOYEE WELLBEING IN THE FOOD AND BEVERAGES SERVICES SECTOR IN POLLACHI

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The study examined the impact of work pressure on employee wellbeing in the Food and Beverage (F&B) service sector in Pollachi. The objective was to assess how workplace pressures long working hours, heavy workload, demanding customer expectations, and staff shortages affect employees' physical, mental, and emotional wellbeing. A quantitative, descriptive research design was employed. Primary data were collected from 250 respondents using a structured questionnaire administered through convenience sampling. Data were analyzed using percentage analysis, correlation analysis, and regression analysis to test relationships between work pressure factors and employee wellbeing. The findings revealed a significant relationship between work pressure and employee wellbeing: correlation analysis indicated positive associations between work pressure and physical strain, mental stress, and emotional exhaustion, while regression analysis confirmed that workplace pressure factors significantly predict poorer wellbeing outcomes and reduced job satisfaction. The study concludes that targeted interventions balanced shift rosters, adequate staffing, supervisor training, and employee assistance or stress-management programs are needed to mitigate work pressure and enhance employee wellbeing, productivity, and service quality in the F&B sector.

KEYWORDS: ***Work Pressure, Employee Wellbeing, Food and Beverage Sector, Hospitality Industry, Mental Stress***

INTRODUCTION

The Food and Beverage (F&B) service sector is a key pillar of India's hospitality industry, contributing significantly to employment and local economic growth. In regions like Pollachi, Tamil Nadu known for its tourism and expanding hospitality landscape F&B services create diverse job opportunities across roles such as servers, kitchen staff, and supervisors.

Despite its dynamic and customer-focused nature, the sector often involves demanding working conditions. Employees frequently work long hours, manage irregular shifts, and handle intense workloads, especially during peak seasons. High customer expectations further add to the pressure, creating both physical and mental strain.

Common challenges include heavy workloads, time constraints, role ambiguity, emotional labour, and poor worklife balance. Staffing shortages and high turnover rates often intensify these pressures, leading to stress, fatigue, and burnout. Additionally, many establishments particularly in semi-urban areas like Pollachi lack structured HR policies and employee support systems, making these issues more pronounced.

This study examines the extent of work pressure among F&B employees in Pollachi and its impact on their overall wellbeing. It aims to provide practical insights to help organizations improve HR practices, enhance working conditions, and create healthier, more sustainable work environments.

REVIEW OF LITERATURE

1. **Jagaratnam and Buchanan (2004)** The researchers studied stress among hospitality students balancing education and work responsibilities. The findings showed that long working hours and demanding work schedules created significant physical and mental exhaustion. Employees working in hospitality-related jobs experienced difficulty managing stress effectively. The study concluded that excessive work demands negatively influence overall wellbeing and productivity.
2. **Karasek and Theorell (2005)** The study introduced the Job Demand-Control model and explained that employees facing high job demands with limited control experience severe stress and burnout. Employees working under time pressure and heavy workload reported lower mental wellbeing and emotional stability. The study emphasized that workplace flexibility and supportive management can reduce work pressure.
3. **Schaufeli and Bakker (2006)** The study explored job burnout and employee engagement. The researchers found that employees exposed to continuous workplace stress experienced emotional exhaustion and decreased job satisfaction. Hospitality employees working under

intense customer pressure were highly vulnerable to burnout. The study concluded that organizational support and employee motivation are crucial for maintaining wellbeing.

4. **Cooper and Dewe (2007)** This research examined workplace stress management strategies. The study revealed that high workloads, insufficient staffing, and time pressure were major contributors to stress among employees. Employees experiencing continuous work pressure showed lower productivity and reduced emotional wellbeing. The researchers recommended stress management practices and healthier work environments.
5. **Chen and Chen (2018)** The study investigated stress management and employee wellbeing in service industries. The researchers found that workplace stress significantly affected employee mental health and productivity. Hospitality employees experiencing work overload reported increased emotional fatigue and dissatisfaction.
6. **Sonnentag and Fritz (2020)** The study examined recovery from workplace stress and employee wellbeing. The findings revealed that employees unable to recover from continuous work pressure experienced burnout and emotional exhaustion. Proper rest, supportive leadership, and balanced workloads were identified as important factors in maintaining employee wellbeing.

RESEARCH OBJECTIVES

- To identify the major sources of work pressure among Food and Beverage service employees in Pollachi.
- To examine the relationship between work pressure and employee wellbeing in the Food and Beverage service sector in Pollachi.

RESEARCH GAP

Although research on workplace stress, burnout, and employee wellbeing has grown, evidence remains limited for the Food and Beverage (F&B) service sector in semi-urban areas like Pollachi. Most studies focus on metropolitan hospitality, healthcare, or corporate settings, leaving local F&B outlets underexamined. Prior literature tends to treat occupational stressors separately, giving less attention to how multiple pressures long working hours, high workload, staff shortages, and time pressure interact to influence employee's physical, mental, and emotional wellbeing. Few studies use multivariate statistical methods to quantify these relationships among frontline staff in smaller towns. This study fills that gap by applying quantitative analysis to assess the combined impact of work pressure on employee wellbeing in Pollachi's F&B sector, providing context-specific, evidence-based insights for HR practices and policy in developing hospitality markets.

RESEARCH METHODOLOGY

The study used a quantitative research design to examine the impact of work pressure on employee wellbeing in the Food and Beverage (F&B) service sector in Pollachi. Primary data were collected from 250 employees across restaurants, hotels, cafés, and catering services using a structured questionnaire administered via Google Forms. The instrument comprised multiple-choice and Likert-scale items measuring workload, working hours, customer-related pressure, and aspects of employee wellbeing. A convenience sampling technique was employed, selecting respondents based on accessibility and willingness to participate. Collected data were analysed through percentage analysis, correlation analysis, and regression analysis to evaluate the relationships between workplace pressure factors and employee wellbeing.

DATA ANALYSIS AND INTERPRETATION

Table 1: Demographic Profile of Respondents

Particulars	Frequency	Percent
Gender		
Male	110	44
Female	140	56
Age		
18–25	135	54
26–35	70	28
36–45	30	12
46+	15	6
Experience		
Below 1 year	80	32
1–3 years	95	38
3–5 years	50	20
Above 5 years	25	10

The demographic profile shows that the majority of respondents were female (56%) and most belonged to the 18–25 age group (54%). In terms of experience, most respondents had 1–3 years of work experience (38%), followed by below 1 year (32%). This indicates that the F&B sector mainly consists of young employees with moderate work experience.

Table 2: Correlation between Work Pressure and Employee Wellbeing

Variables	Work Pressure	Employee Wellbeing
Work Pressure	1	-0.642
Employee Wellbeing	-0.642	1

The correlation analysis reveals a strong negative relationship (-0.642) between work pressure and employee wellbeing. This indicates that as work pressure increases, the level of employee wellbeing decreases significantly. The work pressure factors considered in the study include workload burden, long working hours, staff shortage, and time pressure, while employee wellbeing factors include physical fatigue, mental stress, emotional wellbeing, and job satisfaction. The findings suggest that increased workplace pressure negatively affects the overall wellbeing of employees in the F&B sector.

Table 3: Regression Analysis – Impact of Work Pressure on Employee Wellbeing

Regression Statistics

	Value
Multiple R	0.40
R Square	0.16
Adjusted R Square	0.15
Standard Error	0.90
Observations	250

The regression analysis shows a significant relationship between work pressure and employee wellbeing (R = 0.40). The R Square value of 0.16 indicates that 16% of the variation in employee wellbeing is explained by work pressure, while the remaining variation is influenced by other factors.

The model is statistically significant since the Significance F value (0.00067) is less than 0.05. The coefficient value (0.29) indicates that work pressure significantly affects employee wellbeing. Since the p-value is less than 0.05, the null hypothesis is rejected and the alternative hypothesis is accepted.

The findings indicate that increased work pressure negatively impacts employee wellbeing in the F&B sector.

DISCUSSION

The findings of the study indicate that work pressure is a major issue among employees in the Food and Beverage service sector in Pollachi. Most respondents reported experiencing long working hours, heavy workloads, staff shortages, and pressure from customer expectations, which negatively affect their overall wellbeing. The demographic analysis revealed that the sector is mainly dominated by younger employees with limited work experience. These employees are more likely to experience stress and burnout due to demanding work conditions and limited coping experience.

The correlation analysis showed a strong negative relationship between work pressure and employee wellbeing, indicating that an increase in work pressure leads to a decrease in physical, mental, and emotional wellbeing. Employees facing excessive workload and time pressure reported higher levels of exhaustion and lower job satisfaction. The regression analysis further confirmed that work pressure has a significant impact on employee wellbeing. The statistical results indicate that factors such as workload, staff shortages, and long working hours contribute significantly to employee stress and physical strain. Overall, the study highlights the importance of supportive management practices, proper staffing, balanced work schedules, and employee welfare initiatives in reducing work pressure and improving employee wellbeing in the F&B sector.

SUGGESTIONS

- F&B organizations should implement structured work scheduling to reduce excessive working hours and irregular shifts, which are major contributors to employee stress.
- Management should ensure adequate staffing levels, especially during peak seasons, to distribute workload more evenly and prevent burnout among employees.
- Introducing employee wellness programs, such as stress management sessions, counselling support, and periodic health check-ups, can help improve physical and mental wellbeing.
- Organizations should promote a supportive work environment by encouraging open communication, reducing workplace conflicts, and addressing employee concerns effectively.
- Providing training programs on time management, customer handling, and stress coping mechanisms can equip employees to manage job demands more efficiently.
- Employers should focus on improving work–life balance by offering flexible shifts or rotational off-days where possible.
- Future research can include additional variables such as job satisfaction, organizational support, and compensation to gain a more comprehensive understanding of employee wellbeing in the F&B sector.

CONCLUSION

The study examined how work pressure affects employee wellbeing in the Food and Beverage sector in Pollachi. Employees reported long working hours, staff shortages, heavy workloads, demanding customer expectations, and time pressure. Correlation and regression analyses showed these factors are associated with increased physical strain, mental stress, and emotional exhaustion, and they significantly predict lower job satisfaction and poorer work–life balance.

Practical implications include prioritizing workload management through balanced shift rosters, limiting consecutive hours, and using flexible or part-time staffing during peak periods. Organizations should also offer psychosocial support such as stress-management training, employee assistance programs, brief resilience sessions, and improved on-floor communication and escalation protocols to reduce role conflict and customer-related pressure.

The study's cross-sectional design and focus on Pollachi limit causal claims and generalizability; future research could use longitudinal or intervention designs and include objective wellbeing indicators. Nonetheless, the findings indicate that modest, targeted investments in staffing and employee wellbeing are likely to improve health outcomes, service quality, and long-term organizational sustainability in the sector.

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